REMARKS

Applicant requests consideration and allowance of the subject application in light of the foregoing amendments and the following remarks.

Claims 32-52 are pending in the application, with claims 32, 38, 43, and 48 being independent.

The title has been amended herein to read "PRINTING SYSTEM AND METHOD OF DEALING WITH PROBLEMS IN SAID SYSTEM." The specification has been amended to correct an inadvertent error. Claims 1-31 have been cancelled herein without prejudice or disclaimer. Claims 32-52 are newly added. Support for the new claims can be found at least in Figures 6 and 7, and the portions of the specification discussing those figures, of the original application, as filed. The changes to the specification and the new claims add no new matter.

The final Office Action dated March 16, 2004, rejected claims 1-7, 10-14, 17-20, and 22 under 35 U.S.C. § 102(b) as anticipated by WO98/49012 to Lay et al.; claims 23-26 under 35 U.S.C. § 102(e) as anticipated by U.S. Patent No. 6,430,711 to Sekizawa; and claims 8, 15, 21, and 27-31 under 35 U.S.C. § 103 as unpatentable over Lay et al. in view of Sekizawa. Without conceding the propriety of these rejections, claims 1-31 have been canceled herein, thus rendering these rejections moot. New claims 32-52 are now presented.

New claim 32 is directed to a printing system including a printer apparatus and an information processing apparatus. The printer apparatus includes output means for performing a printing operation based on printing data transmitted via a communication line and notice means for sending a notice showing a status of the printing apparatus to the information processing apparatus. The information processing apparatus communicates with the printer apparatus. The information processing apparatus includes a display unit, a memory, identification means for

10

identifying the notice sent by the notice means and control means. When the notice is identified as a first type of notice, the control means controls the display unit to perform a display based on information corresponding the first type of notice , which is stored in the memory in advance. When the notice is identified as a second type of notice by the identification means, the control means controls the display unit to perform a request display of requiring a connection to a first URL to obtain countermeasure information corresponding to the second type of notice. The information processing apparatus is connected to the internet when the connection to the first URL is instructed and a display based on the countermeasure information which is obtained via the internet based on the first URL is displayed on the display unit of the information processing apparatus.

Claim 38 recites an information processing apparatus communicating with a printer apparatus, with the information processing apparatus generally corresponding to that recited in claim 32. Claim 43 recites an information processing method that generally corresponds to apparatus claim 38. Claim 48 is a computer program product that generally corresponds to the method of claim 43.

Many of the features of these claims are not taught or suggested by Lay et al. or by Sekizawa, whether those two references are taken alone, or in combination.

Lay et al. is directed to a process for operating a high-speed printer or copying machine providing instructions in the event of a failure in which explanations of error conditions and their countermeasures are displayed on a display unit. The error conditions are classified into at least two error classes, one of which indicates relatively difficult error-handling measures. Because a technician is necessary for attending to such measures, the apparatus requires an access code before further treatment of the error conditions. Lay et al. also discloses other types

11

of displays, including video information from a CD-ROM, and a CBT.

Sekizawa relates to a system and method for monitoring the state of a plurality of machines connected via a computer network. Sekizawa is understood to teach that an agent (PC) that manages plural printers periodically notifies by e-mail (ordinary mail) status information and errors of each printer to a remotely-located management server. If a fatal error occurs, the agent shortens the period of monitoring each printer and notifies the management server of the fatal error by an e-mail different than the ordinary e-mail.

Neither of these references is understood to teach or suggest, however, at least that when a notice is identified as a first type of notice, a display unit is controlled to display a display based on information corresponding to the first type of notice, which is stored in a memory in advance, and, when a notice is identified as a second type of notice, the display unit is controlled to display a request display of requiring a connection to a first URL to obtain countermeasure information corresponding to the second type of notice, wherein the information processing apparatus is connected to the internet when the connection to the first URL is instructed and wherein a display based on the countermeasure information which is obtained via the internet based on the first URL is displayed on the display unit, as generally recited in the independent claims. Moreover, at least these features would not be obvious over a combination of Lay et al. and Sekizawa, even assuming that such a combination is proper.

For the foregoing reasons, Applicant asserts that independent claims 32, 38, 43, and 48 patentably define over the art of record. Favorable reconsideration and withdrawal of the rejections to these claims are solicited.
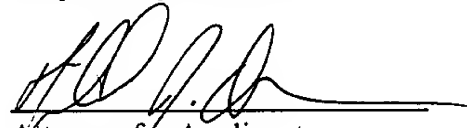
The dependent claims are also allowable, for reason of their dependency from one of

12

the independent claims, and for reciting other features that further define over the cited

references. Favorable and independent consideration of the dependent claims are requested.

Applicant submits that this application is in condition for allowance. Favorable

consideration and an early Notice of Allowance are respectfully requested.

Applicant's undersigned attorney may be reached in our Washington, D.C.

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Respectfully submitted,

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